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30Jan03

MEMORANDUM

From: Chairman, Information Systems Executive Board, Naval Dental Center, Southwest
To: Commanding Officer, Naval Dental Center Southwest

Subj: ISEB MEETING FOR 15 JANUARY 2003

Encl: (1) CD/RW Backup Workstations via Portable CD/RW
(2) Talking Points that address Claimancy 18 and NMCI
(3) Recommendations for Improvement of MID Services
(4) 141553Z Jan 03 Msg, Web Site OPSEC Discrepancies

1. The subject meeting was called to order at 1400 15 January 2003. The following members were in attendance:

CAPT Deuring	LCDR Bernard	Ms. DeMars
CAPT Bobroff	LT Chavez	

2. Discussion focused on the following items.

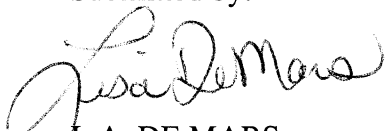
- a. CD/RW for desktop – A total of 39 portable units for user backup would be distributed throughout the command. (enclosure (1)) Each unit is to provide backup for approximately 5 computers. Cost=39x\$150=\$5900. Concept approved, no funding currently available. Await funding priority or request directors to use clinic OPTAR funding. MID will procure regardless of funding source.
- b. SIMA network issue – failed to get NMCI waiver to connect clinic to NDCSW network. No Navy medicine dollars are permitted to be spent on NMCI initiatives. MID prepared draft memo from NDCSW CO to SIMA CO to request SIMA pay for two NMCI seats for dental use. DFA will route through appropriate channels by 30 January 2003.
- c. NMIMC vs. NMCI – Advisory of NMIMC's position regarding NMCI issues. If another command has been providing a service and medical/dental has become accustomed to that service to perform mission, the providing command cannot withdraw service without written notice and at least one POM cycle (enclosure (2)).
- d. Ventura PC request – Suggest refurbishing recycled IBM computers. These clinics received zero equipment from the last major buy. ISEB approved use of recycled computers.

Replace Mugu front desk PC
Replace multi-use/duty log PC
Additional multi-use PC

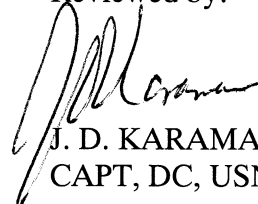
- e. ADP Tech Class - Tentatively scheduled 3-6 Feb 2003. Require TAD funding for one Ventura County representative. Attendees: Ventura (1), NASNI (1), MCRD (2). ISEB approved funding for Ventura representative.
- f. DFA PC - Current computer is slow and clumsy to use. New DELL computer slated for SIMA is not being used. Suggest swap. ISEB approved swap.
- g. MID Improvement plan – MID prepared a plan for improving services provided by the department. Draft plan was distributed for review and comment and will be discussed at next ISEB meeting (enclosure (3)).
- h. OPSEC and Website – msg 141553Z Jan 03, Subj: Web Site OPSEC Discrepancies (enclosure (4)). Ensure that no web postings compromise sensitive information that the enemy could use. NDCSW web site is OK, but ISEB suggested that NMIMC be queried to see if DENCAS meets this requirement as deployed squadrons are indicated.
- i. Outlook Web Access (OWA) – capability of email via web browser now exists, however, DON CIO has set restrictions for use that NDCSW must implement. This includes: use of computer certificates on both server and access computer, written permission from Commanding Officer. MID will prepare of policy and update NDCSW email instruction by 6Feb03.
- j. Healthcare Information Management Systems Society (HIMSS) – meeting is 7-13 February. Begins with Navy sessions on the weekend and general conference during the week. Ms. DeMars will be attending this conference.
- k. Common Access Card (CAC) Rollout – In accordance with the Assist. SECDEF PKI policy of 21 May 2002, electronic signature on emails and PKI Certificate logon to private web servers within the DoD is mandated beginning in October 2003. SPAWAR has been tasked with purchase, distribution, and training of all Navy Medicine command installers. NDCSW will be installing and providing user training. Issue: contractor staff do not have CAC cards at this time.

3. The meeting was adjourned at 1450. Next scheduled meeting is 1400 on 29 Jan 03.

Submitted by:


L.A. DE MARS

Reviewed by:


J. D. KARAMAN
CAPT, DC, USN

Approved ☒ Disapproved ☐


J. W. KIRBY
CAPT, DC, USN

Backup Workstations via Portable CD/RW

Propose portable USB2 CD-RW for each 4 computers at clinic and one for each HQ Dept

ADL	1
China Lake	1
Coronado	3
Fallon	1
HQ	11
MCRD	3
Monterey	0
PT Loma	2
San Diego	15
Ventura	2

Total Count	39
Cost each	150
Total Cost	\$5,850

Note: two NAB, five NASNI

Note: one per department (see list)

Note: all new systems with integrated CD-RW

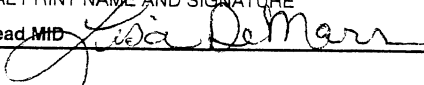
Note: one ASW, one Subase

Note: one per dept plus leaders (see list)

Note: one per clinic

San Diego	HQ & Cmd
Dir	CO
SEL	XO
Meprs/Supply	Cmd Suite
Recall	Admin Bldg hallway
ACD	ADMIN
AEGD	EDTRA
OS	FISCAL
OD	OPMAN
GD	MID
Perio	Repair
Pros	Supply
Endo	
Fleet	
FISC	
SIMA	
15	11

The above items are needed to continue administrative support. Not available standard stock. Mission essential.	
SUGGESTED SOURCE INCL. ADDRESS AND TEL NO. Bestbuy.com.	SOURCE PURCHASED FROM (PURCHASE USE)

Virginia Parrish, Computer Assistant		TEL NO. 556-9144	
AUTHORIZING OFFICIAL PRINT NAME AND SIGNATURE			
MS. Lisa A. DeMars, Head MID			
PARTIAL _____ DATE _____ PARTIAL _____ DATE _____ PARTIAL _____ DATE _____ PARTIAL _____ DATE _____ FINAL _____ DATE _____		TECHNICAL RESEARCH NTL STOCK # YES NO IF YES; AAC I L FED PRISON IND _____ NIB/NISH GSA/FSS ITEM IF YES: GROUP _____ PART _____ EXP DATE _____ AWARD: MAS / SAS RESEARCHED BY	
CUSTOMER _____ DATE _____			

Talking Points that address Claimancy 18 and NMCI

Implementation of NMCI is underway throughout the Navy and from time-to-time questions arise regarding the position of Claimancy 18 in this process. The uncertainty becomes acute at, for instance, a base that transitions to NMCI while the base hospital remains on the legacy network. Talking points are provided below for those who find themselves in similar situations.

- NMCI has the goal of providing access, interoperability, and security to all DON personnel by providing voice, video, and data services. Claimancy 18 applauds that goal.
- Claimancy 18 has not committed to the purchase of NMCI seats and there is no intention to make such a commitment until leadership is convinced that the move is best for the beneficiaries of Navy Medicine.
- The vast majority of Claimancy 18 funding derives from the Defense Health Program (DHP).
- The DHP is a DoD program, totally separate from Navy funds. This program is managed by TRICARE on behalf of the Military Health System (MHS).
- A much smaller amount of funds is provided from Navy sources, so it is proper to say that Claimancy 18 depends mostly on non-Navy funds, which carry restrictions on the way they may be expended.
- Claimancy 18 policy requires BUMED approval prior to the expenditure of Navy funds on NMCI.

With that in mind, the following guidance is provided.

- Claimancy 18 commands may participate with Regional Line Commanders in limited NMCI engagements, but cannot expend DHP resources to fund these efforts. To do so would violate law.
- Claimancy 18 commands should not independently purchase with Navy funds either software or hardware or services from NMCI. To do so would violate policy.

Every now and then the commander of a Claimancy 18 unit reports that a base commander intends to sever Navy Medicine's access to the base network. This usually is founded on the premise that the base is transitioning to NMCI and the base, alone, is paying for the network. The improper logic that often results from the premise is that since Navy Medicine is not yet at the transition point and thus cannot pay its share of NMCI network costs, it must be denied access. To counter this improper logic the following statement, quoted from Navy Staff Office Publication 1000 (NAVSO P-1000) Financial Management Policy Manual, 075003 CROSS OR COMMON SERVICE:

5. CHANGING BASIS OF SUPPORT

a. Timing.

When an activity has provided support on a common-service basis as part of its assigned missions and tasks and receiving organizations have become dependent for the support based on historical performance, it is not appropriate that the support be changed from common service to cross service without the opportunity for the receiving activity to include the costs in its budget. Such changes should be proposed at the time of the original budget formulation; i.e., 12 to 15 months prior to the beginning of the budget year when the change is to become effective. In extraordinary situations, changes can be made during the apportionment process through an adjustment of funds between cognizant claimants; however, it is more orderly to propose such changes in the normal budget formulation cycle.

In other words, a host base commander cannot deny network access to a tenant dental clinic until the clinic has time to budget for funds to either pay its share of the network or purchase an

Recommendations for Improvement c

Prior to revision
@ ISEB mtg
29 Jan 03

Background: As confidence in the Management Information C I have been tasked to find solutions to put this department on so this department is lack of training. Unique services are provided by this department, not found in any other department in command. More outside references need to be developed to assist in unfamiliar areas. A written disaster recovery plan needs to be developed for all servers. Additionally, backup systems are inadequate for servers and non-existent for user workstations. A replacement server is required for Server1. Web server needs a planned replacement at end of FY03. Users need to be reminded to use the help desk every time. Users need to logout and shutdown daily. Customer support for Northern clinics is very minimal due to lack of TAD funding. ADP technician program is a good and valuable institution. Keep the ADP Technicians trained. Additionally more classroom based training is required for improving the computer skills of our staff. Lastly, archaic civilian position descriptions should be re-written and GS-08 position upgraded.

Recommendations:

1. Proper **training** of personnel. Military staff need a skill set to function, but often come without it. Standard method of operation is the unconventional "seat of the pants", and "winging it". All training requests have been consistently denied. Department doing spectacular job with resources given but this is an insecure method of management. At any time, an unfamiliar situation can arise which MID personnel will be unprepared to deal with. Skill sets of command staff could be improved through MID classroom, instructor-led computer training.
 - a. SPMS Administrator course is required for one MID person. This course provides knowledge and experience with the SPMS server. No MID personnel have been permitted to attend this course. Course is offered without fee, in the Washington DC area. Course is only offered every few years. Next opportunity is 23-24 Jan 2003. Estimated travel cost. \$900
 - b. WIN2K workstation – installation, upgrade, and maintenance of the Win2000 operating system on all desktop computers. Employee should take this course at the beginning during a three year tour. Course cost: \$1275, 3 days. Source: Vortex Data Systems.
 - c. WIN2K Server – installation, upgrade, and maintenance of the Win2000 server software. This currently installed on some of our servers. In future, it will be installed on all of our servers. Employee should take this course at the beginning of a three year tour. Course cost: \$2175, 5 days. Source: Vortex Data Systems. There is some coursework available at www.navylearning.com, which should be reviewed for content and depth of material.
 - d. WINNT Server – this software is installed on several of our servers, but will be migrated to Win2000 server. I do not recommend training on this product.
 - e. Exchange Server 5.5 – vital communications software for email services in this command. Training will include installation, configuration, and backup/recover mail items and mailboxes. The courseware for this product is advanced and should not be taken until both workstation and server have been mastered. Recommend that two people be trained at all times in this product. Course cost: \$1500, four days. Source: Vortex Data Systems. There is some coursework available at www.navylearning.com which should be reviewed for content and depth of material.

- f. Webmaster training. Basic text, images, and links can be taught in-house by the current webmasters. Additional training is required in the areas of web server setup, database functionality, and security issues will require additional training. Recommend both webmasters receive additional training in these areas. Recommend that current webmasters hold in-house training to other MID personnel in basic web master techniques. Cost: \$1275, three days. Source: Vortex Data Systems. There is some coursework available at www.navylearning.com which should be reviewed for content and depth of material.

2. MID will develop POC list of first responders of **outside resources** to call upon to assist in resolution of issues in unfamiliar territory. Some examples include:

Microsoft \$250 per call
NMC San Diego
NMIMC
SEAHELP

3. **Backup** program and hardware and procedures for Servers and Workstations.

- a. Microsoft has informed us that the backup program provided with the Microsoft **server** software program is inadequate. MID has ordered and command funded purchase of Veritas backup system including software and hardware. This new backup system has the capability of backing up multiple servers more accurately, and is fully automated. Anticipate delivery just prior to the winter holidays. Cost: \$6300
- b. For the desktop workstations, it is recommended that CD/RW units be purchased and installed for key systems identified by the branch directors. The latest Dell systems came with these installed. MID shall develop a recommended procedure with assistance of HSO for backup guidance to the users. Estimated cost: \$6000

4. Disaster Recovery Plan for Servers would include how to promote another server in place of a down server and how/where to find the replacement parts. Also listed would be the backup recovery procedures. There is no cost for this item.

5. Order replacement for Server1 since used new server for exchange. Server is past its estimated lifetime. It is used extensively by headquarters and naval station staff for sharing information. It is also vital in user login confirmation. Recommend replacement of this server immediately. Estimated cost: \$7500

6. Prepare for growth on Web server. Our current web server is almost two years old. It contains three 18.6 GB hard drives. Since the server is used daily, by many people, for many reasons, a failure would be critical. Recommend replacement of web server near end of FY03. Also recommend increasing the hard drive space to three 60 GB drives. Estimated cost: \$7500

7. Have users use the Help Desk every time. This would provide accurate tracking and feed back for the users and the department being tasked. A more organized approach to assisting users would develop since daily workload could be determined from the recorded caseload vice the constant interruption method in use today. There is no cost for this item.

8. Enforce users logout and shutdown daily. As a security measure, all users are required to logout and shutdown their systems at the end of the day. Users in work areas with much foot traffic should also lock or log out of their systems when not at their desks. This would improve security and save on utility bills. There is no cost for this item, but a possible savings.
9. MID should be able to travel to each of the clinics annually at a minimum. Customer support for Northern clinics is very minimal due to lack of TAD funding. Even with designated ADP techs who have been through a mini-course, it is good to have someone who works in MID come in and review the systems and answer the tough questions. Estimated cost: TBD
10. ADP Technician program. We've needed to bring down the new representative for Ventura for about six months. MID should be able to form the ADP Tech mini-course when it is needed and not be hindered by TAD costs. As ADP Technicians move on, replacements will need to be trained. Refresher course should be offered every two years. Cost will vary depending on the number of technicians requiring training per year.
11. Classrooms to teach computer skills Recommend re-instatement of the computer classroom. Skill sets of command staff could be improved through MID classroom, instructor-led computer training. It can be used to teach courses with MID personnel as instructors and it can also be used by other groups inside our command to teach their personnel a new feature. Examples include Word, Powerpoint, Excel, NAVFIT, Outlook, DENCAS. There would be minimal or zero cost for this item.
12. Upgrade civilian position descriptions. Archaic civilian position descriptions should be re-written and GS-08 position upgraded to GS09/11 Information technology specialists. MID re-wrote these PD's many months ago, but they have not been recommended for change. Accurate PD's not only reflect the employee's duties, but it is also a reflection that the command supports the employee. There is no cost associated with the department head PD. There would be costs incurred in upgrading the computer assistant to information technology specialist. Estimated cost from GS08/10 to GS09/07 is \$6000.

Progress.

Issue	Concept Approved	Recommendation Begin	Recommendation Completed	Estimated Cost
1. Training				
1a. SPMS Admin				900
1b. Win2K Workstation				1275
1c. Win2K Server				2175
1d. WinNT Server	No			0
1e. Exchange Server 5.5				1500
1f. Webmaster				1275
2. Outside Resources				\$250/call
3a. Server Backup				6300
3b. Worksta backup				6000
4. Disaster Recovery				0
5. Server1 replacement				7500
6. Web Server replacement				7500

7. Help Desk				0
8. Logout				0
9. Travel Support				TAD cost
10. ADP tech				TAD cost
11. Classrooms				0
12. Upgrade PD				6000

OPSEC
+
websites

De Mars, Lisa A. Ms.

From: Bernard, Rebecca J. LCDR
Sent: Wednesday, January 15, 2003 6:49 AM
To: De Mars, Lisa A. Ms.
Subject: FW: R 141553Z JAN 03 SECDEF WASHINGTON DC UNCLAS UNCLAS

Importance: Low

Lisa,

Please add this as a brief topic to ISEB meeting. Thanks. R/DFA

-----Original Message-----

From: DDMS NDCSW
Sent: Wednesday, January 15, 2003 6:36 AM
To: NDCSW NAVAL MESSAGES
Subject: RTD:R 141553Z JAN 03 SECDEF WASHINGTON DC UNCLAS UNCLAS
Importance: Low

RATUZFH1 RUHHCSA8002 0142205-UUUU—RUWDABC RUWDABD RUWDABE RUWDABL
RUWDABM RUWDABN RUWDABT RUWDHAL RUWDHAZ RUWDHBA RUWDHBC
RUWDHBH RUWDHBI RUWDHBJ RUWDHCR RUWDHCT RUWDHCU RUWDHCV RUWDHCX
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ZFH1 ALL DIRECTLY CONNECTED RUHH SUBSCRIBERS

R 141553Z JAN 03

FM SECDEF WASHINGTON DC

TO ALDODACT

INFO RUEKJCS/SECDEF WASHINGTON DC//DASD SIO//SECURITY//

BT

UNCLAS

ALDODACT 02/03 ADDRESSEES PASS TO ALL SUBORDINATE COMMANDS

SUBJECT: WEB SITE OPSEC DISCREPANCIES

1. AN AL QAEDA TRAINING MANUAL RECOVERED IN AFGHANISTAN STATES:

"USING PUBLIC SOURCES OPENLY AND WITHOUT RESORTING TO ILLEGAL MEANS, IT IS POSSIBLE TO GATHER AT LEAST 80% OF INFORMATION ABOUT THE ENEMY." AT MORE THAN 700 GIGABYTES, THE DOD WEB-BASED DATA MAKES A VAST, READILY AVAILABLE SOURCE OF INFORMATION ON DOD PLANS, PROGRAMS, AND ACTIVITIES. ONE MUST CONCLUDE OUR ENEMIES ACCESS DOD WEB SITES ON A REGULAR BASIS.

2. THE FACT THAT FOR OFFICIAL USE ONLY (FOUO) AND OTHER SENSITIVE UNCLASSIFIED INFORMATION (E.G., CONOPS, OPLANS, SOP) CONTINUES TO BE FOUND ON PUBLIC WEB SITES INDICATES THAT TOO OFTEN DATA POSTED ARE INSUFFICIENTLY REVIEWED FOR SENSITIVITY AND/OR INADEQUATELY PROTECTED. OVER 1500 DISCREPANCIES WERE FOUND DURING THE PAST YEAR.

PAGE 02 RUEKJCS8002 UNCLAS

THIS CONTINUING TREND MUST BE REVERSED.

3. THE DOD WEB SITE ADMINISTRATION POLICY (LINK AT

Enclosure (4)

WWW.DEFENSELINK.MIL/WEBMASTERS) REQUIRES THAT INFORMATION BE REVIEWED FOR DATA SENSITIVITY PRIOR TO WEB POSTING AND PROTECTED ACCORDINGLY. THIS REVIEW IS TO BE ACCOMPLISHED IN ACCORDANCE WITH DOD DIRECTIVE 5230.9, CLEARANCE OF DOD INFORMATION FOR PUBLIC RELEASE, AND DOD INSTRUCTION 5230.29, SECURITY AND POLICY REVIEW OF DOD INFORMATION FOR PUBLIC RELEASE, AND MUST INCLUDE OPERATIONS SECURITY (OPSEC) CONSIDERATIONS AS DEFINED BY DOD DIRECTIVE 5205.2, DOD OPERATIONS SECURITY (OPSEC) PROGRAM.

4. USING THE OPSEC PROCESS IN A SYSTEMATIC WAY AND THINKING ABOUT WHAT MAY BE HELPFUL TO AN ADVERSARY PRIOR TO POSTING ANY INFORMATION TO THE WEB COULD ELIMINATE MANY VULNERABILITIES. THE INTERAGENCY OPSEC SUPPORT STAFF (IOSS) CAN PROVIDE PROFESSIONAL ASSISTANCE WITH THE OPSEC PROCESS (SEE WWW.IOSS.GOV). LIMITING DETAILS IS AN EASILY APPLIED COUNTERMEASURE THAT CAN DECREASE VULNERABILITIES WHILE STILL CONVEYING THE ESSENTIAL INFORMATION. SECURITY AND ACCESS PROTECTIONS MUST BE APPLIED ACCORDING TO THE SENSITIVITY OF DATA FOR BOTH WEB PAGES AND WEB-ENABLED APPLICATIONS. UNPUBLISHED ADDRESSES (URLS) AND UNLINKED WEB PAGES DO NOT PROVIDE SECURITY. SEE PART V, TABLE 1 OF PAGE 03 RUEKJCS8002 UNCLAS THE WEB SITE ADMINISTRATION POLICY FOR FURTHER GUIDANCE. 5. HEADS OF COMPONENTS ARE RESPONSIBLE FOR MANAGEMENT OF INFORMATION PLACED ON COMPONENT WEBSITES. THEY MUST ENSURE THAT WEBSITE OWNERS TAKE RESPONSIBILITY FOR ALL CONTENT POSTED TO THEIR WEBSITES. WEBSITE OWNERS MUST REDOUBLE THEIR EFFORTS TO:

A. VERIFY THAT THERE IS A VALID MISSION NEED TO DISSEMINATE THE INFORMATION TO BE POSTED,
B. APPLY THE OPSEC REVIEW PROCESS,
C. LIMIT DETAILS,
D. USE THE REQUIRED PROCESS FOR CLEARING INFORMATION FOR PUBLIC DISSEMINATION, E. PROTECT INFORMATION ACCORDING TO ITS SENSITIVITY, AND F. ENSURE REVIEWING OFFICIALS AND WEBMASTERS ARE SELECTED AND HAVE RECEIVED APPROPRIATE TRAINING IN SECURITY AND RELEASE REQUIREMENTS IN SUPPORT OF DOD WEB POLICY.

6. IT IS A TEAM EFFORT AMONG THE INFORMATION ORIGINATOR, THE WEBMASTER AND THE READER(S) TO ENSURE ONLY THE INFORMATION NECESSARY TO ACCOMPLISH THE MISSION IS POSTED. THESE STEPS WILL HELP ENSURE WE ARE NOT AIDING OUR ENEMIES BY POSTING CONTENT THAT COULD PUT THE LIVES AND MISSIONS OF AMERICAN FORCES AND THOSE OF OUR FRIENDS AND PAGE 04 RUEKJCS8002 UNCLAS ALLIES AT RISK.

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